

ORIGINAL



0000127997

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97442

Date: 7/28/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Staudinger

Account Name: Robert Staudinger

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Miscellaneous Electric**

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Caller states that he received a telephone call telling him to contact the ACC and voice his opposition to the rate increases that would take effect through decoupling.

Caller is an SRP customer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained that the ACC does not have regulatory authority over SRP. Closed

End of Comments

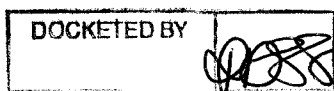
Date Completed: 7/28/2011

Opinion No. 2011 - 97442

Arizona Corporation Commission

DOCKETED

AUG 2 2011



RECEIVED
2011 AUG -2 A 11:41
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97421

Date: 7/28/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Retired Citizen

x

Account Name: Retired Citizen x

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail received where consumer states that she received her AARP notification that rates for gas & electric may be raised. She is on a fixed income and Social Security is not increasing and won't be able to afford any increases in utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No. E-00000J-08-0314 & G-00000C-08-0314. closed

End of Comments

Date Completed: 7/28/2011

Opinion No. 2011 - 97421

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97400

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Nona

Barrington

Account Name: Nona Barrington

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail received from consumer asking that the rates for utilities not be raised. We are having a hard time paying for them as it is and now we don't even know if we are going to get Social Security and can even afford them. Do not raise rates we can't afford them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket no. E-00000J-08-0314 & G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97400

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97368

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: no name

XXXX

Account Name: no name xxxx

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Miscellaneous Electric**

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail received stating that they are opposed to the natural gas & electric proposal to increase the rates. He does not want this to be approved. Last year his electric bill went up \$35. Most of the people in this area are on fixed incomes. They did not receive an increase in Social Security and that Medicare insurance went up. There is no reason for a rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket no. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97368

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97369

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Robert & Jacqueline Hayes

Account Name: Robert & Jacqueline Hayes

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail received stating that they object to the raise in utility rates for electric and gas service.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket no. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97369

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 97370

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Paul Last: Leisure

Account Name: Paul Leisure

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail received stating that he is against the raising for utility rates for electric and gas service. Vote no on allowing APS & SWG to get anymore of our money.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket no. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97370

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 97372

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By:

Martha

McCoy

Account Name:

Martha McCoy

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip: 00000

is:

Utility Company.

Miscellaneous Electric

Division:

Electric

Contact Name:

Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Consumer states that she received information through AARP regarding decoupling. She states that this is not a very good idea. Most of the people in her area are on fixed incomes.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket no. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97372

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97373

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: William

Gardner

Account Name: William Gardner

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Voicemail from consumer states that the Commission vote against decoupling. He realizes a need for increases but he is trying to conserve energy and keeps his temperature in the house at 85 degrees. He is doing all he can to keep his bills down. He is against decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket no. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97373

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97381

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Mary Ann

Helman

Account Name: Mary Ann Helman

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Consumer states that she received her monthly AARP newsletter giving recipients instructions to contact the ACC and voice their opposition to any increases for gas & electricity.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 & G-00000C-08-0314. closed
End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97381

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97378

Date: 7/27/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By:

Betty

Negri

Account Name:

Betty Negri

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Miscellaneous Electric

Division:

Electric

Contact Name:

Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPPOSED TO DECOUPLING*****

Consumer wants the ACC to say no to the raise in electricity & gas service. She is on a fixed income like so many in her area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 & G-0000C-08-0314. closed

End of Comments

Date Completed: 7/27/2011

Opinion No. 2011 - 97378